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# Example of Help Desk Support Specialist Job Description

Our innovative and growing company is searching for experienced candidates for the position of help desk support specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for help desk support specialist

* Maintain reasonable discipline and decorum in the Help Desk area
* Audio Support & Production – hardware configuration, setup & training, troubleshooting, editing, file conversion, CD burning
* Provide end user support for clinical, radiology and enterprise applications, problem troubleshooting, repair/fix, and ongoing support process improvements
* Daily management of the Network Operations Center - act for any technical faults or issues, maintain cleanliness, organization (documentation), operation and monitor the logbook
* Provide support for various types of IT equipment, software, and peripheral equipment such as CPU's, monitors, keyboards, mice, laptop/notebook computers, cell and "smart phones" and related equipment
* Coordinate operating system and application upgrades /patching, IAVA and vulnerability identification, mitigation, and elimination
* Troubleshoot and resolve software and hardware problems
* Provide desk-side support and on-site technician support
* Troubleshoot complex issues and problems regarding PD2
* Provide first and second level technical response for urgent and routine technical and application problems at on and off-site locations

## Qualifications for help desk support specialist

* Help Desk software experience a plus
* At least one year must be experience with the specific applications being supported (IPRO, Concordance, and Relativity)
* Prior teaching/training experience involving computer applications, preferably database, imaging, or other automated litigation support applications strongly preferred
* Prior experience in automated litigation support preferred
* Pleasant telephone manner important
* Minimum 1-year experience in an IT Support environment